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State of Wisconsin  
Governor Scott Walker



TO: **W-2 Agencies  
Training Staff**

FROM: Margaret McMahon, Director  
Bureau of Working Families  
Division of Family and Economic Security  
Department of Children and Families

**BWF OPERATIONS MEMO**

No: 17-08

DATE: 04/18/2017

W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input checked="" type="checkbox"/>	RAP	<input type="checkbox"/>	Other EP	<input type="checkbox"/> *

**SUBJECT: ACCESS Enhancements for Wisconsin Works**

**CROSS REFERENCE:** [ACCESS Handbook – Department of Health Services  
Operations Memo 17-J4 Changes to Email Collection and  
Electronic Correspondence  
Operations Memo 17-07 Client Scheduling Policy Changes and  
CWW Enhancement](#)

**EFFECTIVE DATE: APRIL 22, 2017**

**PURPOSE**

The purpose of this memo is to provide an overview of the ACCESS systems changes made to display Wisconsin Works (W-2) case specific information.

**BACKGROUND**

ACCESS is a client facing web portal that provides self-service, case specific information regarding an applicant's or participant's FoodShare, Medicaid, or Child Care benefits, including program eligibility information. Until now, W-2 case specific information has not been available in ACCESS.

In an effort to make case information more accessible to its W-2 participants, the Bureau of Working Families has upgraded ACCESS to allow participants to view information related to their W-2 eligibility and case.

By providing participants and applicants with access to W-2 case information, the project achieves three main goals:

- Provide automated information to participants and future applicants so that they can access it anytime without relying on W-2 staff;
- Increase accessibility to W-2 payment information and future appointments; and
- Improve the workflow by reducing the call volume for W-2 Agencies, Regional Offices, and the Customer Service Line.

## ***POLICY***

There are no policy changes.

## ***ACCESS***

Beginning April 22, 2017, W-2 case information will be available in ACCESS to W-2 participants.

### ***SECURITY***

Individuals who are the primary person, Eligible Adults (EA), or Included Adults (IA) in W-2 cases, may view all the screens associated with their W-2 case in ACCESS.

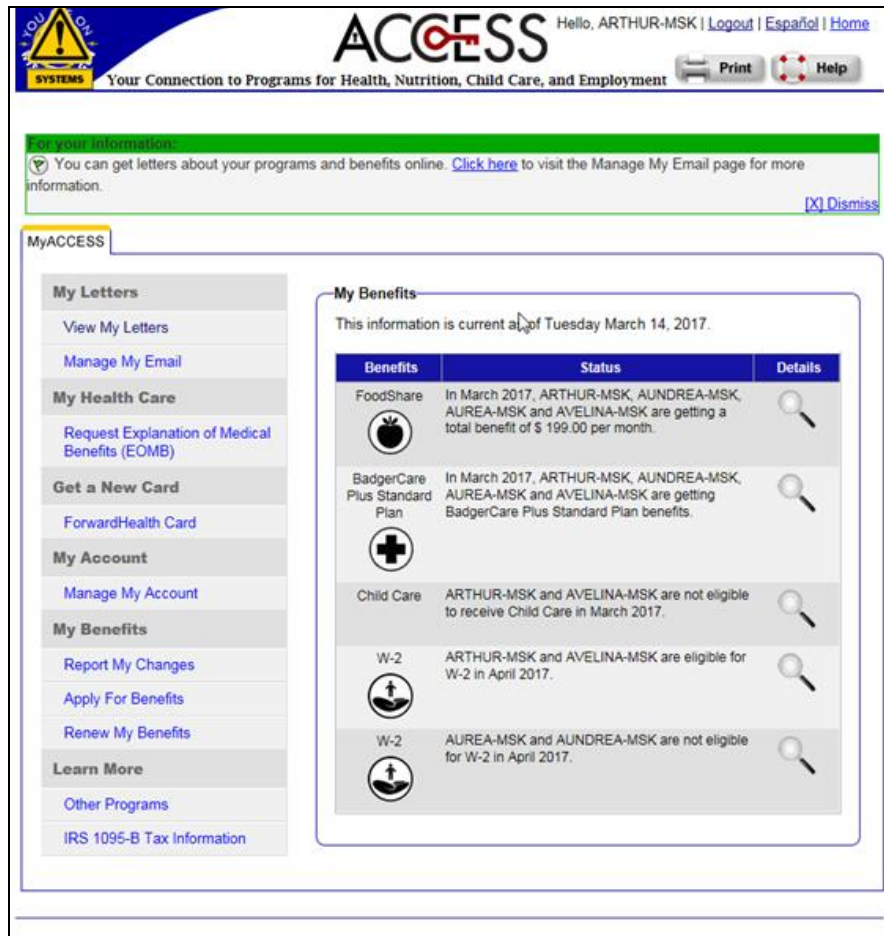
When there are adults in the household who are not eligible for W-2 and have no legal relationship to anyone in their W-2 Group [an Excluded Adult (XA)], these individuals are only able to view pages associated with their eligibility in their cases; they cannot view any other person's eligibility.

### ***OTHER ACCESS CHANGES***

ACCESS users will see the following changes and additions:

#### ***Landing Page***

The Landing Page is the first page that an individual will see when they log into ACCESS.



**ACCESS** Hello, ARTHUR-MSK | [Logout](#) | [Español](#) | [Home](#)

**Print** **Help**

**For your information:**  
 You can get letters about your programs and benefits online. [Click here](#) to visit the Manage My Email page for more information. [\[X\] Dismiss](#)

**MyACCESS**

**My Letters**  
[View My Letters](#)  
[Manage My Email](#)

**My Health Care**  
[Request Explanation of Medical Benefits \(EOMB\)](#)

**Get a New Card**  
[Forward Health Card](#)

**My Account**  
[Manage My Account](#)

**My Benefits**  
[Report My Changes](#)  
[Apply For Benefits](#)  
[Renew My Benefits](#)

**Learn More**  
[Other Programs](#)  
[IRS 1095-B Tax Information](#)

**My Benefits**  
 This information is current as of Tuesday March 14, 2017.

Benefits	Status	Details
FoodShare	In March 2017, ARTHUR-MSK, AUNDREA-MSK, AUREA-MSK and AVELINA-MSK are getting a total benefit of \$ 199.00 per month.	
BadgerCare Plus Standard Plan	In March 2017, ARTHUR-MSK, AUNDREA-MSK, AUREA-MSK and AVELINA-MSK are getting BadgerCare Plus Standard Plan benefits.	
Child Care	ARTHUR-MSK and AVELINA-MSK are not eligible to receive Child Care in March 2017.	
W-2	ARTHUR-MSK and AVELINA-MSK are eligible for W-2 in April 2017.	
W-2	AUREA-MSK and AUNDREA-MSK are not eligible for W-2 in April 2017.	

### W-2 Details Page

From the Landing Page, information regarding W-2 eligibility is accessible by clicking on the magnifying glass icon next to the W-2 program. This leads the user to the “Check My Benefits” section, W-2 Details tab.

The W-2 Details tab provides the participant’s W-2 eligibility and history of the current W-2 episode, when the next eligibility review is due, and any action that the participant needs to take. In addition, this tab identifies the current W-2 placement, any upcoming payment, and the delivery method and information of any upcoming payment.

**! \*\* THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING \*\***

**ACCESS** Hello, FirstName | [Logout](#) | [Español](#) | [Home](#)

Your Connection to Programs for Health, Nutrition, Child Care, and Employment [Print](#) [Help](#)

Case Number: 2003305424, Household Head: W2ACCESS PROJECT

[MyACCESS](#) [W-2 Details](#) [Contact Information](#) [Appointment Information](#)

### W-2 Details



This page tells you more about your eligibility for W-2.

Keep in mind that whenever your W-2 eligibility changes, you should get an eligibility notice telling you about the change. This letter will also let you know your rights if you feel the change has been made in error.

We are showing you W-2 eligibility information as of April.

We also have information to show you for other month(s).  
- [Click here](#) to see details about your eligibility for March.

### W-2 Eligibility

**W-2 History:**  
Your eligibility started on Friday February 17, 2017.


**Current Eligibility:**  
You are eligible for W-2 in April 2017.

**Your next eligibility review must be completed by Monday July 31, 2017.**

**Action Needed:**

- In July 2017, you will need to provide the information your worker asks for to keep getting payments and/or services.

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**SISTER**

You are not eligible for W-2 in April 2017.

**We have found that:**

- This person does not meet eligibility rules for this program. Please contact your worker for more information.

### W-2 Information

Below is your most recent placement information:

- W2ACCESS is in a 1/3 Community Service Job (CS1) placement as of Monday March 13, 2017.

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Below is your most recent payment information:

- There is currently no payment information at this time.

[Go to MyACCESS](#)

When a new paid placement begins, or an additional payment is created through the auxiliary process, the following information displays in the W-2 Information section of the W-2 Details page.

- Initial eligibility intake with paid and delayed payment:

Below is your most recent payment information:

- You are scheduled to receive a payment of \$327.00 for the participation period from Thursday February 16, 2017 to Wednesday March 15, 2017. Your W-2 payment will be reduced by \$5.00 per hour for each hour of missed activity without [good cause](#).
- There were no hours of non-participation impacting this payment.
- This payment is being sent as a check to:



Mailing Address  
3515 N PALMER ST  
MILWAUKEE WI 53212-1544

- Additional month payment:

<p>An additional payment of \$150.00 was issued on Wednesday March 1, 2017 and is being sent as a check to:</p> <p>Mailing Address 3515 N PALMER ST MILWAUKEE WI 53212-1544</p> <p>- Note: it may take up to 7 days from the issuance date until you receive your payment.</p>
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### Contact Information

The Contact Information tab provides participants with information on how to contact the W-2 worker assigned to their case. This tab also displays participants' mailing address and phone number recorded in CARES Worker Web (CWW). In addition, this tab reminds participants that they must complete a six-month eligibility review in order to maintain eligibility.

	<h1>ACCESS</h1> <p>Hello, KARNAONE-SYS   <a href="#">Logout</a>   <a href="#">Español</a>   <a href="#">Home</a></p> <p><a href="#">Print</a> <a href="#">Help</a></p>
<p>Your Connection to Programs for Health, Nutrition, Child Care, and Employment</p>	
<p>(Case Number: 2003310525, Household Head: KARNAONE-SYS W2CASE)</p>	
<p><a href="#">MyACCESS</a> <a href="#">W-2 Details</a> <a href="#">Contact Information</a> <a href="#">Appointment Information</a></p>	
<p><b>Contact Information</b></p> <p>This page lets you know how to get in touch with someone about your W-2 case. If you have questions about using this website, please call Member Services at 1-800-362-3002.</p>	
<p><b>Your W-2 Review</b></p> <p>Don't forget that you must complete a W-2 review appointment with your W-2 worker before your review is due. If you have not yet been scheduled for a reviewing meeting, please contact your W-2 worker at the contact information listed below.</p>	
<p><b>Your W-2 Agency is located at:</b></p> <p>Your W-2 Agency Address is: 6550 N 76TH ST MILWAUKEE WI 53223</p> <p>Your W-2 Worker is: PRATHIBHA HEROOR Fax: 1-888-888-8888</p>	
<p><b>Your Mailing Address and Phone Number</b></p> <p>This is the mailing address and phone number we have on file for you. If we have the wrong information, please contact your W-2 worker listed above as soon as possible to let them know. If we have the wrong information, we may not be able to get in touch with you and may impact your W-2 payment.</p> <p>3515 N PALMER ST MILWAUKEE WI 53212-1544</p>	
<p><a href="#">Go to MyACCESS</a> </p>	

## Appointment Information

The Appointment Information tab provides the participant with details of all upcoming W-2 appointments. It also lists W-2 appointments for the past 30 days and the status of those appointments. (CWW Process Help 1.8.8) Only CWW Client Scheduling appointments display.

The screenshot shows the ACCESS system interface. At the top, there is a header with the ACCESS logo, a user greeting "Hello, Ashanit", and links for "Logout", "Español", and "Home". Below the header, there are tabs for "MyACCESS", "W-2 Details", "Contact Information", and "Appointment Information". The "Appointment Information" tab is selected. Below the tabs, there is a section titled "Upcoming W-2 Appointment Details" with a table showing one upcoming appointment. Below this, there is a section titled "Past W-2 Appointment Details" with a note and a table showing two past appointments. At the bottom, there is a section titled "Things You Need to Know" with a list of instructions. A "Go to MyACCESS" button is located at the bottom right.

(Case Number: 3101772559, Household Head: ASHANTI-MSK L HALL-MSK)

MyACCESS | W-2 Details | Contact Information | **Appointment Information**

### Upcoming W-2 Appointment Details

Who is the appointment for?	What type of appointment is it?	When will the appointment take place?	Where will the appointment take place?	Status
ASHANTI-MSK	Resource Specialist Appointment	Friday March 24, 2017 at 12:30 PM	MILW NORTHERN 6550 76TH ST MILWAUKEE WI 53223	Scheduled

### Past W-2 Appointment Details

Note: The table below only shows your appointments from within the past 30 days.

Who was the appointment for?	What type of appointment was it?	When did the appointment take place?	Status
ASHANTI-MSK	W-2 Elig Rev/Home	Friday March 17, 2017 at 02:00 PM	Scheduled
ASHANTI-MSK	W-2 Elig Rev/Office	Thursday March 16, 2017 at 04:30 PM	Abandoned

### Things You Need to Know

- You must participate in all assigned activities and appointments. Your W-2 eligibility may end if you do not participate in assigned activities and appointments without [good cause](#).
- Your W-2 payment will be reduced by \$5.00 per hour for each hour of missed activity without [good cause](#).
- Contact your Financial Employment Planner (FEP) listed in the Contact Information tab before the scheduled activity or appointment if:
  - You cannot make the appointment or attend the activity because of a conflict. You may be able to reschedule.
  - You need help with child care or transportation in order to attend the appointment.

[Go to MyACCESS](#)

## CWW

To see what the participant can view in ACCESS, W-2 workers can use the Benefits Worker View link located in CWW under the "Worker Tools" section of the Navigation Menu. ([ACCESS Handbook 4.2.10](#))

## AGENCY ACTION

W-2 agencies must familiarize staff with these changes and update any relevant local agency procedures. Training materials on W-2 Access are available through the [PTT Learning Center](#).

Agencies must inform all W-2 participants that W-2 case specific and eligibility information is now available in ACCESS. To assist with providing applicants and participants with the new ACCESS information available to them, W-2 agencies will receive a newly created business card for distribution. This business card provides instructions on how to create a new ACCESS account or log into an existing account, and what information applicants or participants can view in ACCESS.

Front of Card:

**Wisconsin Works (W-2) Available in ACCESS**

<u><b>Check My Benefits</b></u> You can view your:	<u><b>My Letters</b></u> You can:
<ul style="list-style-type: none"><li>• W-2 placement and payment information;</li><li>• Next eligibility review due date;</li><li>• Upcoming and past W-2 appointments; and</li><li>• W-2 worker and agency contact information.</li></ul>	<ul style="list-style-type: none"><li>• Sign up to receive some W-2 notices by e-mail;</li><li>• Update your e-mail address; and</li><li>• View most notices about your W-2 case.</li></ul>

Back of Card:

1. Visit <https://access.wisconsin.gov>

2. If you don't already have an account, click on *Create an Account*.

3. Follow the instructions on the screen to create a secure ACCESS account. You will need to provide your date of birth, Social Security Number, and your W-2 case number.

**W-2 Case Number:** \_\_\_\_\_

If at any time you need help during your visit, please click the *Help* tab in the upper right hand corner of the page or call Member Services at 1-800-362-3002.

## CONTACTS

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

DCF/DFES/BWF/DA and JK